

Request for Proposal

**On Behalf of Ashland and Bayfield Counties
630 Sanborn Avenue
Ashland, WI 54806**

Introduction

MIS is web-based software used to document and bill for specific community based mental health/substance abuse programs overseen by the State of Wisconsin and offered by Ashland and Bayfield Counties to their citizens. The current government programs MIS is intended to support include Comprehensive Community Services (CCS), Community Support Program (CSP) and Community Recovery Services (CRS). This list of programs may expand or contract over time.

For purposes of this RFP, the three programs listed will be referred to as **the programs** and the two counties will be referred to as **the consortium**. While sharing a common system, some common services and the same program requirements, each of the member counties may decide its own program offerings and methods subject to certain constraints.

A single developer wrote MIS for the predecessor to the consortium. Until recently, this same developer supported and enhanced MIS for the consortium and for the predecessor.

Purpose of RFP

This is an invitation to submit proposals to replace MIS for the consortium.

Scope to include:

- Implementation and ongoing support and maintenance of a case management and billing system that is able to support the programs of the consortium from both an operational and a compliance perspective.
- Consultation re and/or direct assistance with the conversion of legacy data.

Functionality to include:

- Recording case notes
 - Direct entry by consortium employees as well as by 3rd party providers
 - Upload case management files from 3rd party providers' systems
- Creating Medicaid billing files in required format for upload to Wisconsin Forward Health
- Participant management, staff management, 3rd party provider management, financial management
- Management reporting – canned reports, report writer, download of data e.g. csv or Excel format
- “Nice to have” functionality
 - Integrated service plan functionality
 - Comprehensive assessment functionality

All questions and inquiries regarding this RFP should be directed to:

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Ashland County HHSD
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Ashland, WI 54806

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Schedule

Proposal due date: April 4, 2022
Scripted demos: April 19 to April 21, 2022

Vendor Information

Please respond within our document. If desired, additional supporting materials can be included with submission.

- Organization
 - Provide an overview of your organization, including how long you have been in business, your locations, your product focus, client size range (users), client industry makeup (esp public vs private sector), states where you have installations, client base growth etc.
 - Describe your organizational structure and explain how you manage implementations such that appropriate resources are deployed to ensure smooth implementations whether they are large or small.
- References
 - Provide trade references including the names of persons who may be contacted, position of person, email address and phone numbers where your solution has been implemented. It is helpful if we can speak to a more recent implementation along with a longer term client of your organization. Criteria that would most closely match our consortium are < 100 users, State of WI Medicaid billers, public entities.
 - Provide a few resumes or bios of the types of resources you would be likely to deploy for an implementation such as ours.

Product Information

Please respond within our document. If desired, additional supporting materials can be included with submission.

- Technical
 - Is your solution cloud-based or client hosted? In either case what are the technical requirements of the consortium as a client in order to run your solution?
 - What is the architecture of your solution - database? user interface?
 - Please discuss system security and privacy compliance of your solution. Be sure to include user security including functional access based on user roles, compliance with HIPAA and other federal and state data privacy laws and how your solution supports multi-factor authentication.
- Functional
 - Please describe your solution as it relates to the functionality outlined on page 2 of this RFP.
 - The intention of the consortium is to modify our processes and workflows to those of the solution we select. What has informed the design of the processes and workflows in your solution? Industry best practices? Client input? Other?
 - To what degree is your solution customizable? Give examples.
 - Describe your ongoing product support. Touch on help desk support (e.g. hours of operation, contact methods), along with product maintenance and enhancements.
- Contractual
 - How is your solution pricing determined? Per seat? Seat bands? Other?
 - How do you scope and price implementation and data conversion?
 - Please include a sample contract.